

# **P-EBT QUESTIONS AND ANSWERS (Q&A)**

(Revised 7/31/2021)

**PEBT Call Center: If you have any questions, please call the Governor's office COVID-19 Hotline "311" and choose option #7 (Pandemic EBT).**

**To REGISTER [tinyurl.com/pebtguam](https://tinyurl.com/pebtguam) on event brite.**

## **QUESTIONS RELATED TO ELIGIBILITY**

### **Q1. What is the Pandemic Electronic Benefits Transfer (P-EBT) Program?**

A: The P-EBT Program was approved to provide temporary food assistance for school year August 2020 – May 2021 to families of children enrolled in School Districts operating School Nutrition Programs and who were eligible to receive free or reduced-priced school meals under the National School Lunch Program (NSLP) and School Breakfast Program (SBP), but did not receive meals at school due to COVID-related closures or virtual learning.

### **Q2. Who was eligible for the P-EBT Program?**

A: The **Guam Department of Education (GDOE)** identified eligible children for P-EBT benefits based on free or reduced price meal applications from school districts operating under the School Lunch Act and if the School District was closed or have reduced the number of days or hours that students attend the school for at least 5 consecutive days utilizing the most current available data for SY 2020-2021 (August 2020 through May 2021). **Funds are non-transferable.**

### **Q3. How do I know if all my children were eligible for P-EBT?**

A. Only children eligible for Free/Reduced meals and missed out on receiving meals due to school closure/remote learning are eligible.

### **Q4. Am I able to verify over the telephone if my child's name is listed? If not, am I able to verify over the telephone if I am listed as a parent/guardian?**

A. Unfortunately you cannot. The Family Educational Rights and Privacy Act (FERPA) does not allow us to release any student/family information because it is confidential and we need to ensure we protect the privacy of you and your children.

### **Q5. Will there be letters mailed out?**

A. No. GDOE student information system relies on whatever address the parent wrote down when they registered their child. GDOE system does not indicate if the address is mailing or residential.

### **Q6. What if my child(ren) are not U.S. Citizens?**

A. There is not a citizenship requirement for NSLP/SBP thus; there is not a citizenship requirement for P-EBT benefits.

### **Q7. Will my child(ren) still be eligible for P-EBT even if we still use the school's grab and go lunch program?**

A. Yes. Just because you utilize the school pick up meal program, your child can still receive P-EBT. **(Refer to answer on Q2)**

## P-EBT QUESTIONS AND ANSWERS (Q&A)

(Revised 7/31/2021)

### QUESTIONS RELATED TO BENEFITS

#### Q8: What is the benefit amount for eligible families and how was it determined?

A: The Guam Department of Education used a formula based on the number of serving days per quarter multiplied by the USDA set daily rate of \$7.97 for U.S. Territories.

Issuance to GDOE Public School Students	Number of Serving Days	Daily Amount	Total Per Child
1 <sup>st</sup> Issuance	53	7.97	\$422.41
2 <sup>nd</sup> Issuance	39	7.97	\$310.83
3 <sup>rd</sup> Issuance	37	7.97	\$294.89
4 <sup>th</sup> Issuance	27	7.97	\$215.19

Issuance to DoDEA Guam Students	Number of Serving Days	Daily Amount	Total Per Child
1 <sup>st</sup> Issuance	42	7.97	\$334.74

#### Q9. Will my child(ren) be receiving P-EBT every month?

A. No. The P-EBT is a one-time benefit but will be issued 4 times for GDOE students and 1 time for DoDEA Guam students in the month of September. Please stay tuned for the actual issuance dates.

#### Q10. What if I do not want P-EBT benefits?

A. If you are eligible for P-EBT because your children receive free or reduced-price meals and do not want the P-EBT benefits, please surrender or return the card to DPHSS Bureau of Economic Security Issuance section at the Ran Care Building, 2<sup>nd</sup> Floor in Tamuning or Dededo Public Health (Monday-Fridays, 8am – 4:30pm). \*NOTE: P-EBT is non-transferrable.

### QUESTIONS RELATED TO DISTRIBUTION OF P-EBT CARDS

#### Q11. How will the cards be distributed?

A. The cards will be distributed by the last name of the primary parent/guardian (regardless of what school the child is attending) registered in the GDOE's student information system. GDOE provided a list that contains the eligible students and the primary parent/guardian name registered in their system. **Cards will only be issued to that primary parent/guardian.** Please note, if you know that your child is under another SNAP household and/or the custody of Child Protective Services (CPS) – please do not attempt to pick up a card because it will not be issued to you. The department will be working closely with CPS on the card distribution.

#### Q12. What do I need when I pick-up my child's P-EBT Card and where do I pick it up?

A. You will need to bring a valid Picture ID (such as Guam Driver's License, Guam ID, military ID, or Passport). **We will not accept any photocopies of ID's.** There will be an announcement of where to pick up the cards. When you receive the card please note the **SNAP BENEFITS WILL NOT BE LOADED** on the card yet. **Do not make any attempts** to use it until such time the actual dates are announced.

## **P-EBT QUESTIONS AND ANSWERS (Q&A)**

(Revised 7/31/2021)

**Q13. If I am unable to pick up my child's card at any of the distribution sites, does this mean my child will not get a card?**

A. Your child will still receive a card. There will be other distribution dates that will allow you the opportunity to pick up your P-EBT card even if it is during or after the month the cards are distributed. Please listen for announcements regarding P-EBT. Just as reminder, the primary parent/guardian on the list provided by GDOE are the individuals authorized to pick-up the P-EBT Cards.

**Q14. What happens if I am not listed as the parent/guardian when I go pick up the P-EBT Cards?**

A. If your name is not listed, then a P-EBT card will not be issued to you. Your name must be listed as the primary parent/guardian with GDOE. There could be a number of reasons why your name is not on the list:

- (1) You are not the actual or legal parent/guardian
- (2) Your child was registered for school by another person
- (3) Your child is an active household member in another person's SNAP case; or
- (4) Your child is under the care of Child Protective Services/Sanctuary/Department of Youth Affairs.

The actual reasons may be unknown to DPHSS. Please be advised that it is the parent's responsibility to update their child(ren) school record when changes occur. GDOE can only rely on the information currently in their system and what information the parent provides. You will be provided a DPHSS Student Verification Enrollment Form to take to the main office of your child's respective school. The school will complete the verification form. You can then bring the form back to the distribution center and directly to the Troubleshooting table.

**Q15. I am relocating off-island permanently. Am I able to get my P-EBT card if the distribution is after I am scheduled to leave island?**

A. Yes, you must meet certain conditions:

1. Your Name must be listed on the GDOE list provided to DPHSS.
2. Need to show proof of a paid airline ticket with your departure date.
3. If your name is listed as the "parent/guardian" of the eligible child(ren), then you must bring a picture ID such as, a Guam Driver's License, Guam ID, passport, or Military ID, etc. (We will not accept photocopies).

**Q16. My child did attend a GDOE School between the school year of August 2020 – May 2021 but we are currently off-island, with the intent to return to Guam, how can we get the P-EBT Card?**

A. Unfortunately, the card will NOT be mailed to you. If your intent is to return to Guam, then upon your return, you can pick up your card at DPHSS, Ran-Care Building 2<sup>nd</sup> floor in Tamuning, between the hours of 8am-4:30pm (Monday-Friday, except on Gov't of Guam holidays). Remember your SNAP benefits will be on your card for 365 days.

**Again to emphasize, your name must be listed as the primary parent/guardian on the GDOE list provided to DPHSS.** You must provide a valid picture ID such as, a Guam Driver's License, Guam ID, passport, military ID, etc. (Photocopies are not allowed).

## **P-EBT QUESTIONS AND ANSWERS (Q&A)**

(Revised 7/31/2021)

### **Q17. Can my 18 year old child who is eligible for P-EBT pick up their own card?**

A. Yes. Your 18 year old is an adult and can pick up their own card. However, they must still present a picture ID such as, a Guam Driver's License, Guam ID, Passport or current Student ID.

## **QUESTIONS RELATED TO USE OF P-EBT CARDS**

### **Q18. I've never used an EBT card, how do I use it?**

A. You would use it as a debit card at any store that accepts EBT on-island. A brochure will be given to you upon issuance of your P-EBT Card(s).

### **Q19. Where can I use my P-EBT benefits? What can I buy with them?**

A: You can use your P-EBT benefits to purchase food at any store that accepts SNAP. You cannot use your P-EBT Cards for hot food items or at restaurants (to include fast food places). Most retailers have signs stating they accept SNAP or EBT. You can also visit [fns.usda.gov/snap/retailer-locator](https://fns.usda.gov/snap/retailer-locator) to find Authorized SNAP Retailers. You can also visit [ebtedge.com](https://ebtedge.com) or download the EBT Edge Mobile app from the Apple or Google Play store to find retailers that accept EBT cards. P-EBT benefits are not transferable. You **cannot and should not** provide your card to someone else.

### **Q20. My family is currently on SNAP, why can't my benefits be loaded onto my existing card?**

A. This will be Guam's first time to issue this new benefit. Some families have custody arrangements between the parents of the child(ren). In addition, there are some children who are under the custody of Child Protective Services. If each child receives a card, the child can take the card with them, should they transition from one home to another. DPHSS and GDOE will not be involved in any family custody arrangement or issues.

### **Q21. Can I use my card should we have to travel off-island?**

A. You are able to use your card off-island if you are traveling to the United States. However, you cannot use your card in foreign countries such as, the Philippines, Japan, Korea, etc.

### **Q22. Do I have to use all my P-EBT benefits when I get them?**

A: No. The benefit will carry over from month to month. Benefits unused within 365 days will be removed from the card.

### **Q23. What should our family do with our P-EBT card after the benefits have been used?**

A. Please keep your card and do not throw it away. Currently, P-EBT is a one-time benefit for the SY 2020-2021. Each child receives all of their P-EBT benefits in incremental issuance. The government may authorize additional PEBT benefits. It is highly recommended you keep your existing card(s). It will help you get any future P-EBT benefits more quickly and easily.